

# IBMhq Test Case Execution Report

**Test Case Name:**Close Incident - 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-10 20-49-41

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
6	5	1	Fail	1

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, showing options like Home, Analytics, Incidents, Contacts, Organizations, and Tasks. The 'Incidents' section is expanded, revealing sub-options: 'My Inbox', 'Incidents: Product we are using', 'Queues', and 'My Incidents'. The main content area shows a table with incident details. The table has columns for 'Date Due' and 'Status'. There are four records listed, all with a status of 'Unresolved'. The date due for the first three records is '08/07/2020 05:30 AM', and for the last record, it is '08/11/2020 05:30 AM'. At the bottom left of the table, it says '4 Records'.

Date Due	Status
08/07/2020 05:30 AM	Unresolved
08/07/2020 05:30 AM	Unresolved
08/07/2020 05:30 AM	Unresolved
08/11/2020 05:30 AM	Unresolved

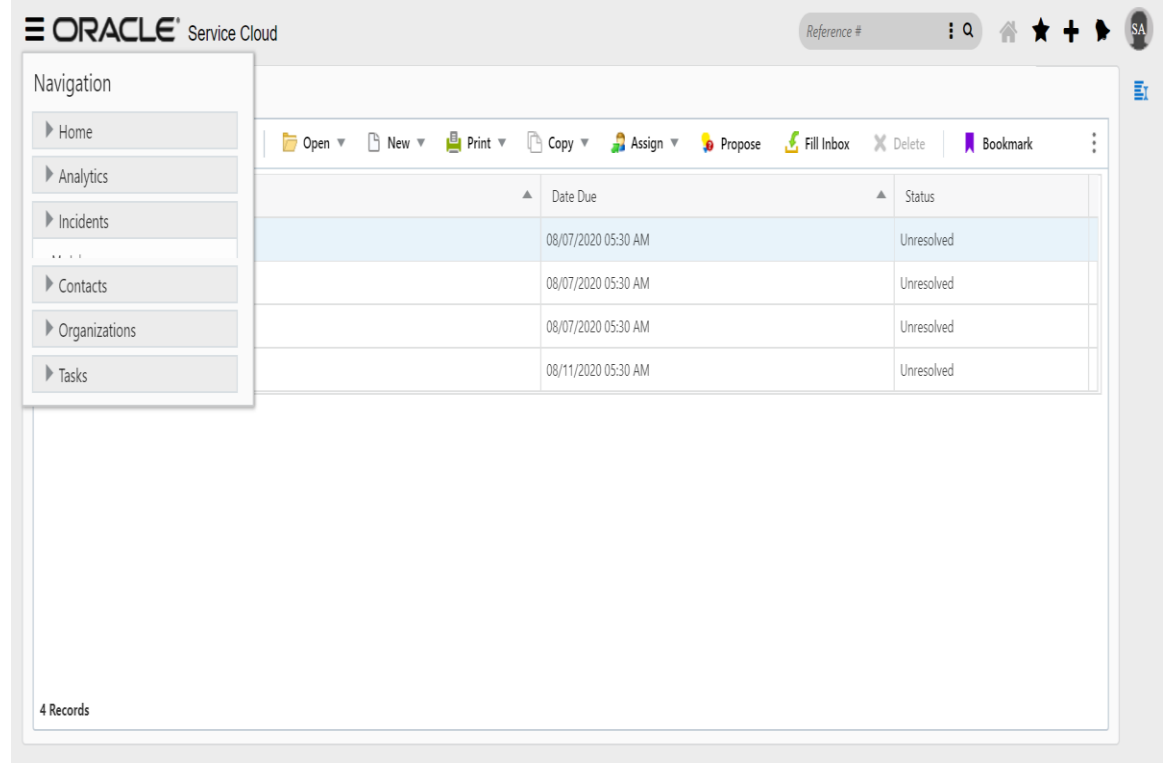
Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



The screenshot displays the Oracle Service Cloud interface. On the left, a navigation menu lists 'Home', 'Analytics', 'Incidents', 'Contacts', 'Organizations', and 'Tasks'. The 'Incidents' menu item is highlighted. The main content area shows a table with four records, each with a 'Date Due' of '08/07/2020 05:30 AM' and a 'Status' of 'Unresolved'. The table is titled '4 Records' at the bottom left. The top of the interface includes the Oracle Service Cloud logo, a search bar, and a user profile icon labeled 'SA'.

Date Due	Status
08/07/2020 05:30 AM	Unresolved
08/07/2020 05:30 AM	Unresolved
08/07/2020 05:30 AM	Unresolved
08/11/2020 05:30 AM	Unresolved

Step No:3

Step Description: click on Sub incident menu

Expected Result: click on Sub incident menu

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar lists options: Home, Analytics, Incidents (highlighted with a document icon), Contacts, Organizations, and Tasks. The main content area features a toolbar with icons for Open, New, Print, Copy, Assign, Propose, Fill Inbox, Delete, and Bookmark. Below the toolbar is a table with four columns: an unlabeled column, 'Date Due', 'Status', and an unlabeled column. The table contains four rows of data, all with 'Unresolved' status. At the bottom left of the main area, it says '4 Records'.

	Date Due	Status	
	08/07/2020 05:30 AM	Unresolved	
	08/07/2020 05:30 AM	Unresolved	
	08/07/2020 05:30 AM	Unresolved	
	08/11/2020 05:30 AM	Unresolved	

